	Provider Number	Nursing Home Name	Street
305005		GREENBRIAR TERRACE HEALTHCARE	55 HARRIS ROAD
305005		GREENBRIAR TERRACE HEALTHCARE	55 HARRIS ROAD
305016		HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016		HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016		HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016		HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305018		DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018		DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE

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City	State	Zip Code	Phone
NASHUA	NH	03062	(603) 888-1573
NASHUA	NH	03062	(603) 888-1573
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676

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	Survey Date		Date of Correction
04/03/2008		05/12/2008	
04/03/2008		05/12/2008	
08/18/2010		09/30/2010	
08/18/2010		09/30/2010	
08/18/2010		09/30/2010	
08/18/2010		09/30/2010	
04/10/2008		05/09/2008	
04/10/2008		05/09/2008	

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	Deficiency Type	Deficiency Category
Health		Quality Care Deficiencies
Health		Pharmacy Service Deficiencies
Health		Mistreatment Deficiencies
Health		Quality Care Deficiencies
Health		Quality Care Deficiencies
Health		Environmental Deficiencies
Health		Resident Assessment Deficiencies
Health		Quality Care Deficiencies

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Deficiency	Scope	Level of Harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

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305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE

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DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676

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04/10/2008	05/09/2008
04/10/2008	05/09/2008
04/10/2008	05/09/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
06/25/2008	06/30/2008
09/16/2008	10/22/2008

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Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

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Have a program to keep infection from spreading. Choose a doctor to be the medical director. Be administered in a way that leads to the highest possible level of well being for each resident. Give professional services that medication serious medication errors. Make sure that residents are safe from serious medication errors. Make sure that doctors visit residents regularly, as required. Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Give professional standard of quality. Widespread Immediate jeopardy to resident health or safety Minimal harm or potential for actual harm Minimal harm or potential for actual harm	Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
medical director. Choose a doctor to be the medical director. Be administered in a way that leads to the highest possible level of well being for each resident. Give professional services that meet a professional standard of quality. Make sure that residents are safe from serious medication errors. Make sure that doctors visit residents regularly, as required. Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Give professional standard of meet a professional services that meet a professional standard of Minimal harm or potential for actual meet a professional services that meet a professional standard of Minimal harm or potential for actual minimal harm or potential for actual meet a professional standard of Minimal harm or potential for actual memorate medical professional services that meet a professional standard of Minimal harm or potential for actual memorate medical professional standard of	, ,	Widespread	
medical director. Be administered in a way that leads to the highest possible level of well being for each resident. Give professional services that meet a professional standard of quality. Make sure that residents are safe from serious medication errors. Make sure that doctors visit residents regularly, as required. Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Minimal harm or potential for actual harm or potential for actual lamediate jeopardy to resident health or safety Minimal harm or potential for actual harm Minimal harm or potential for actual harm Minimal harm or potential for actual harm Minimal harm or potential for actual harm or review and ensure quality. Give professional services that meet a professional standard of Minimal harm or potential for actual harm Minimal harm or potential for actual harm or review and ensure quality. Minimal harm or potential for actual harm		Widespread	•
leads to the highest possible level of well being for each resident. Give professional services that meet a professional standard of quality. Make sure that residents are safe from serious medication errors. Make sure that doctors visit residents regularly, as required. Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Give professional standard of harm harm Immediate jeopardy to resident health or safety Minimal harm or potential for actual harm Minimal harm or potential for actual harm Immediate jeopardy to resident health or safety Minimal harm or potential for actual harm Set up or keep a group of people to review and ensure quality. Give professional services that meet a professional standard of Immediate jeopardy to resident health or safety Minimal harm or potential for actual harm		Widespread	-
meet a professional standard of quality. Make sure that residents are safe from serious medication errors. Make sure that doctors visit leolated Minimal harm or potential for actual harm Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Give professional services that meet a professional standard of Safety Minimal harm or potential for actual harm Minimal harm or potential for actual leopardy to resident health or safety Minimal harm or potential for actual harm	leads to the highest possible level	Widespread	·
from serious medication errors. Make sure that doctors visit Isolated Minimal harm or potential for actual harm Keep accurate and appropriate Minimal harm or potential for actual harm Keep accurate and appropriate Minimal harm or potential for actual harm Set up or keep a group of people to review and ensure quality. Give professional services that meet a professional standard of Safety Minimal harm or potential for actual Minimal harm or potential for actual harm	meet a professional standard of	Widespread	
residents regularly, as required. Keep accurate and appropriate medical records. Set up or keep a group of people to review and ensure quality. Give professional services that meet a professional standard of harm Minimal harm or potential for actual memorate memorate memorate memorate memorate harm Minimal harm or potential for actual harm		Isolated	, , ,
medical records. Set up or keep a group of people Widespread Immediate jeopardy to resident health or to review and ensure quality. Give professional services that Isolated Minimal harm or potential for actual meet a professional standard of harm		Isolated	-
to review and ensure quality. Give professional services that Isolated Minimal harm or potential for actual meet a professional standard of harm		Widespread	•
meet a professional standard of harm		Widespread	
	meet a professional standard of	Isolated	·

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305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305020	HANOVER TERRACE HEALTHCARE	49 LYME ROAD

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DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676

DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676
HANOVER	NH	03755	(603) 643-2854

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficience
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09/16/2008	10/22/2008	
09/16/2008	10/22/2008	

09/16/2008	10/22/2008
09/16/2008	10/22/2008
12/30/2008	02/03/2009

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Hom	e Compare -	Complaint	Deficiency

Based on Nursing Home Compare - Complaint Deficiency	
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Pattern	Minimal harm or potential for actual harm

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305020	HANOVER TERRACE HEALTHCARE	49 LYME ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD

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HANOVER	NH	03755	(603) 643-2854
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312

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12/30/2008	02/03/2009
03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010

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Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

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tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

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305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET

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NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
NEW LONDON	NH	03257	(603) 526-5312
WOLFEBORO	NH	03894	(603) 569-7500

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03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010
03/18/2010	05/02/2010
07/15/2010	08/20/2010

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Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Assessment Deficiencies

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property.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm

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305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET
305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305037	COURVILLE AT NASHUA	22 HUNT STREET

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WOLFEBORO	NH	03894	(603) 569-7500
WOLFEBORO	NH	03894	(603) 569-7500
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
NASHUA	NH	03060	(603) 889-5450

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07/15/2010	08/20/2010
07/15/2010	08/20/2010
01/06/2010	02/05/2010
01/06/2010	02/05/2010
01/06/2010	02/05/2010
01/06/2010	02/05/2010
01/13/2010	02/19/2010

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Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

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Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Hom	e Compare -	Complaint	Deficiency

305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD

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NASHUA	NH	03060	(603) 889-5450
NASHUA	NH	03060	(603) 889-5450
NASHUA	NH	03060	(603) 889-5450
NASHUA	NH	03060	(603) 889-5450
NASHUA	NH	03060	(603) 889-5450
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566

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01/13/2010	02/19/2010
01/13/2010	02/19/2010
01/13/2010	02/19/2010
01/13/2010	02/19/2010
01/13/2010	02/19/2010
08/07/2008	09/15/2008
08/07/2008	09/15/2008

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Home	Compare -	Complaint	Deficiency

Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

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meet a professional standard of		harm
quality.		Παιτι
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Potential for minimal harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

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305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD

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DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566

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10/14/2009	01/07/2010	
10/14/2009	01/07/2010	
10/14/2009	11/25/2009	
10/14/2009	01/07/2010	
10/14/2009	11/25/2009	
10/14/2009	11/25/2009	
10/14/2009	11/25/2009	

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Health Administration Deficiencies
Health Resident Rights Deficiencies
Health Resident Rights Deficiencies
Health Resident Assessment Deficiencies
Health Resident Assessment Deficiencies
Health Resident Assessment Deficiencies
Health Resident Assessment Deficiencies

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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Do a new assessment after any major change in a resident's physical or mental health.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan		

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305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305040	LACONIA CENTER, GENESIS HEALTHCARE	175 BLUEBERRY LANE
305040	LACONIA CENTER, GENESIS HEALTHCARE	175 BLUEBERRY LANE

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DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
LACONIA	NH	03246	(603) 524-3340
LACONIA	NH	03246	(603) 524-3340

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10/14/2009	11/25/2009	
01/13/2011	02/08/2011	
01/13/2011	02/08/2011	
01/13/2011	02/08/2011	
01/13/2011	02/08/2011	
04/08/2010	05/07/2010	
04/08/2010	05/07/2010	

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Hom	e Compare -	Complaint	Deficiency

Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

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that meets all of a resident's needs, with timetables and actions that can be measured.		harm
Electronically record and report resident status assessments in a timely manner as required in order to monitor resident health and progress.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid	Isolated	Minimal harm or potential for actual

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305044	GOLDEN VIEW HEALTH CARE CENTER	19 NH ROUTE 104
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET

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MEREDITH	NH	03253	(603) 279-8111
CONCORD	NH	03301	(603) 224-6561
CONCORD	NH	03301	(603) 224-6561
CONCORD	NH	03301	(603) 224-6561
CONCORD	NH	03301	(603) 224-6561
CONCORD	NH	03301	(603) 224-6561

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07/30/2009	09/01/2009
08/06/2008	09/18/2008
08/06/2008	09/18/2008
08/06/2008	09/18/2008
08/06/2008	09/18/2008
08/06/2008	09/18/2008

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Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies

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mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Co	mpare - Comp	laint Deficiency
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305046	ROCKINGHAM COUNTY NURSING HOME	117 NORTH ROAD
305046	ROCKINGHAM COUNTY NURSING HOME	117 NORTH ROAD
305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD
305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD

305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD

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BRENTWOOD	NH	03833	(603) 679-5335
BRENTWOOD	NH	03833	(603) 679-5335
DOVER	NH	03820	(603) 742-1348
DOVER	NH	03820	(603) 742-1348

DOVER	NH	03820	(603) 742-1348
LEBANON	NH	03766	(603) 448-2234

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01/12/2009	02/26/2009
01/12/2009	02/26/2009
11/23/2010	11/23/2010
11/23/2010	11/23/2010

11/23/2010	11/23/2010
07/29/2008	08/31/2008

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Health	Quality Care Deficiencies
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Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

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Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

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305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD

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LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912

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07/29/2008	08/31/2008	
07/29/2008	08/31/2008	
07/29/2008	08/31/2008	
07/29/2008	08/31/2008	
07/29/2008	08/31/2008	
05/15/2008	06/30/2008	
05/15/2008	06/30/2008	
10/28/2010	12/12/2010	
10/28/2010	12/12/2010	

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Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Hire nurse aides who have completed required training and shown that they are skilled.	Pattern	Minimal harm or potential for actual harm
Have licensed, certified, or registered staff to give needed services.	Pattern	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Widespread	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Widespread	Immediate jeopardy to resident health or safety

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305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND	22 TUCK ROAD

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Home	Compare -	Complaint	Deficiency

based off Nursing Florite Cor	npare - Complaint Denciency		
WESTMORELAND	NH	03467	(603) 399-4912
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551

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10/28/2010	12/12/2010
07/23/2009	09/04/2009
07/23/2009	09/04/2009
07/23/2009	09/04/2009
11/04/2009	12/14/2009
11/04/2009	02/02/2010
11/04/2009	02/02/2010
11/04/2009	02/02/2010

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Hom	e Compare -	Complaint	Deficiency

Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies

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area is free of dangers that cause accidents.		safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Listen to the resident or family groups or act on their complaints or suggestions.	Widespread	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Widespread	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Widespread	Minimal harm or potential for actual harm
1) Develop a complete care plan	Isolated	Minimal harm or potential for actual

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305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD

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HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551

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New Hampshire Nursing Home Complaint Deficiency

Based on Nurs	sing Home	Compare -	Complaint	Deficiency

11/04/2009	02/02/2010	
11/04/2009	12/14/2009	
11/04/2009	02/02/2010	
11/04/2009	02/02/2010	
11/04/2009	12/14/2009	

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Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies

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1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Widespread	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm

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305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD

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HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551

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11/04/2009	12/14/2009
11/04/2009	12/14/2009
11/04/2009	12/14/2009
11/04/2009	02/02/2010
11/04/2009	02/02/2010
11/04/2009	02/02/2010
11/04/2009	12/14/2009
11/04/2009	02/02/2010

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Health	Nutrition and Dietary Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

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Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Widespread	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Widespread	Minimal harm or potential for actual harm
Make sure each resident has 1) at least one window to the outside in a room; 2) a room at or above ground level; 3) an adequate bed; 4) furniture that meets the resident's needs; or 5) enough closet space.	Isolated	Minimal harm or potential for actual harm
Have enough outside airflow.	Widespread	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm

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305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY

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HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165

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11/04/2009	12/14/2009
11/04/2009	02/02/2010
12/08/2009	01/01/1900
08/06/2009	09/04/2009
08/06/2009	09/04/2009
08/06/2009	09/04/2009
08/06/2009	09/04/2009
01/26/2010	03/15/2010

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Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

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Have a detailed, written plan for disasters and emergencies.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Widespread	Potential for minimal harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who take drugs are not given too	Isolated	Actual harm

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305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER

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BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165

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01/26/2010	03/15/2010
01/26/2010	03/15/2010
01/26/2010	03/15/2010
01/26/2010	03/15/2010
01/26/2010	03/15/2010
01/26/2010	03/15/2010
01/26/2010	03/15/2010

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Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies

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many doses or for too long; 2)
make sure that the use of drugs
is carefully watched; or 3) stop or
change drugs that cause
unwanted effects.
Make sure that residents are safe

unwanted effects.		
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Protect residents from	Pattern	Actual harm

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305057

		HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER

COURVILLE AT MANCHESTER

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STREET

STREET

44 WEST WEBSTER

BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
MANCHESTER	NH	03104	(603) 647-5900
MANCHESTER	NH	03104	(603) 647-5900

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Home	Compare -	Complaint	Deficiency

09/15/2010	11/08/2010
09/15/2010	11/08/2010
09/15/2010	11/08/2010
09/15/2010	11/08/2010
09/15/2010	11/08/2010
02/19/2008	03/28/2008
02/19/2008	03/28/2008

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Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies

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mistreatment, neglect, and/or theft of personal property. Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and	Isolated	Minimal harm or potential for actual harm

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305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305058	SALEMHAVEN	23 GEREMONTY DRIVE

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MANCHESTER	NH	03104	(603) 647-5900
MANCHESTER	NH	03104	(603) 647-5900
MANCHESTER	NH	03104	(603) 647-5900
MANCHESTER	NH	03104	(603) 647-5900
SALEM	NH	03079	(603) 893-5586
SALEM	NH	03079	(603) 893-5586
SALEM	NH	03079	(603) 893-5586
SALEM	NH	03079	(603) 893-5586

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02/19/2008	03/28/2008
02/19/2008	03/28/2008
02/19/2008	03/28/2008
02/19/2008	03/28/2008
07/15/2009	07/31/2009
08/23/2010	09/20/2010
08/23/2010	09/20/2010
08/23/2010	09/20/2010

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Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

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update the care plan.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Use a registered nurse at least 8 hours a day, 7 days a week.	Widespread	Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

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305058	SALEMHAVEN	23 GEREMONTY DRIVE
305059	PHEASANT WOOD CARE AND REHABILIATION CENTER	50 PHEASANT ROAD
305059	PHEASANT WOOD CARE AND REHABILIATION CENTER	50 PHEASANT ROAD
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT

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SALEM	NH	03079	(603) 893-5586
PETERBOROUGH	NH	03458	(603) 924-7267
PETERBOROUGH	NH	03458	(603) 924-7267
BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462

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08/23/2010	09/20/2010	
10/27/2010	11/18/2010	
10/27/2010	11/18/2010	
11/05/2008	11/09/2008	
11/06/2008	11/09/2008	
11/06/2008	11/09/2008	

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New Hampshire Nursing Home Complaint Deficiency

Based on N	Nursing Home	Compare -	Complaint Deficiend	СУ

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Fire Safety	Building Service Equipment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

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major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
restrictions on the use of portable space heaters.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Pattern	Minimal harm or potential for actual harm

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305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET

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BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462
BEDFORD	NH	03110	(603) 625-6462
MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061

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06/24/2009	07/25/2009
11/02/2010	11/30/2010
11/02/2010	11/30/2010
11/02/2010	11/30/2010
11/02/2010	11/30/2010
08/24/2010	10/01/2010
08/24/2010	10/01/2010

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Health	Quality Care Deficiencies
Health	Quality Cara Definionaica
i lealtii	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

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accidents.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

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305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET

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MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061

MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061
MILFORD	NH	03055	(603) 673-7061

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08/24/2010	10/01/2010
08/24/2010	10/01/2010
08/24/2010	10/01/2010

08/24/2010	10/01/2010
08/24/2010	10/01/2010
02/23/2011	04/01/2011
02/23/2011	04/01/2011

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New Hampshire Nursing Home Complaint Deficiency

Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

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significantly, or the resident must be transferred or discharged. Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

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305061 CRESTWOOD CARE AND REHABILITATION 40 CROSBY STREET CENTER PRESIDENTIAL OAKS 200 PLEASANT STREET PRESIDENTIAL OAKS 200 PLEASANT STREET APPLEWOOD CARE AND REHABILITATION 8 SNOW ROAD APPLEWOOD CARE AND REHABILITATION 8 SNOW ROAD	305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305063 PRESIDENTIAL OAKS 200 PLEASANT STREET 305065 APPLEWOOD CARE AND REHABILITATION 8 SNOW ROAD CENTER	305061		40 CROSBY STREET
305065 APPLEWOOD CARE AND REHABILITATION 8 SNOW ROAD CENTER	305063	PRESIDENTIAL OAKS	
CENTER	305063	PRESIDENTIAL OAKS	
305065 APPLEWOOD CARE AND REHABILITATION 8 SNOW ROAD	305065		8 SNOW ROAD
	305065	APPLEWOOD CARE AND REHABILITATION	8 SNOW ROAD

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MILFORD N	H 03055	(603) 673-7	061
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MILFORD	NH	03055	(603) 673-7061
CONCORD	NH	03301	(603) 225-6644
CONCORD	NH	03301	(603) 225-6644
WINCHESTER	NH	03470	(603) 239-6355

WINCHESTER	NH	03470	(603) 239-6355
VVIIVOLIEGIEIX	1 11 1	00170	(000) 200 0000

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02/23/2011	04/01/2011
02/20/1	0 1/0 1/2011

02/23/2011	04/01/2011
12/08/2008	01/16/2009
12/08/2008	01/16/2009
12/13/2010	12/29/2010

12/13/2010	12/29/2010	
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Health	Resident Rights Deficiencies

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

Health	Mistreatment Deficiencies
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Keep each resident free from physical restraints, unless needed for medical treatment. Give professional services that meet a professional standard of quality. Keep accurate and appropriate medical records. Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Protect residents from Isolated Minimal harm or potential for actual harm Minimal harm or potential for actual harm	quality.		
physical restraints, unless needed for medical treatment. Give professional services that meet a professional standard of quality. Keep accurate and appropriate medical records. Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated Minimal harm or potential for actual Minimal harm or potential for actual harm	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	·
meet a professional standard of quality. Keep accurate and appropriate medical records. Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Minimal harm or potential for actual harm Minimal harm or potential for actual harm	physical restraints, unless	Isolated	-
medical records. harm Immediately tell the resident, Isolated Minimal harm or potential for actual doctor, and a family member if: harm the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	meet a professional standard of	Isolated	•
doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		Isolated	•
Protect residents from Isolated Immediate jeopardy to resident health or	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	-
	Protect residents from	Isolated	Immediate jeopardy to resident health or

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	CENTER	
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD

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WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355
WINCHESTER	NH	03470	(603) 239-6355

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12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	
12/13/2010	12/29/2010	

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Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies

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mistreatment, neglect, and/or theft of personal property.		safety
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

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305070	SAINT FRANCIS REHABILITATION AND NURSING CENTER	406 COURT STREET
305070	SAINT FRANCIS REHABILITATION AND NURSING CENTER	406 COURT STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET

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LACONIA	NH	03246	(603) 524-0466
LACONIA	NH	03246	(603) 524-0466
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541

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06/11/2009	07/10/2009
06/11/2009	07/10/2009
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008

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Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
11 10	E ' (IBC' '

Health **Environmental Deficiencies**

Health **Quality Care Deficiencies**

Health **Quality Care Deficiencies**

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Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Immediate jeopardy to resident health or safety
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Widespread	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Immediate jeopardy to resident health or safety
Keep safe, clean and homelike surroundings.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care	Isolated	Minimal harm or potential for actual harm

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based on Nursing Home Compare - Complaint Deliciency		
	HEALTHCARE	
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET

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FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541

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03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008
03/14/2008	04/23/2008

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Home	Compare -	Complaint	Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing	Home Compare	 Complaint 	Deficiency

follow each resident's written care		harm
plan.		
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Widespread	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Get services outside the nursing home that meet professional	Widespread	Minimal harm or potential for actual harm

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305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET

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FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502

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03/14/2008	04/23/2008	
03/14/2008	04/23/2008	
07/15/2008	08/15/2008	
07/15/2008	08/15/2008	
11/18/2008	01/09/2009	
11/18/2008	01/09/2009	
11/18/2008	01/09/2009	
11/18/2008	01/09/2009	
11/18/2008	01/09/2009	

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Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Fire Safety	Corridor Walls and Doors Deficiencies
Fire Safety	Smoke Compartmentation and Control Deficiencies
Fire Safety	Smoke Compartmentation and Control Deficiencies
Fire Safety	Hazardous Area Deficiencies
Fire Safety	Automatic Sprinkler Systems Deficiencies

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standards.		
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
corridor and hallway doors that block smoke.	Pattern	Minimal harm or potential for actual harm
walls or barriers that prevent smoke from passing through and would resist fire for at least one hour.	Isolated	Minimal harm or potential for actual harm
smoke barrier doors that can resist smoke for at least 20 minutes.	Isolated	Minimal harm or potential for actual harm
construction that can resist fire for one hour or an approved fire extinguishing system.	Isolated	Minimal harm or potential for actual harm
an approved automatic sprinkler system connected to the fire alarm system.	Isolated	Minimal harm or potential for actual harm

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305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305078	HARRIS HILL CENTER, GENESIS HEALTHCARE	20 MAITLAND STREET
305078	HARRIS HILL CENTER, GENESIS HEALTHCARE	20 MAITLAND STREET
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY

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FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
CONCORD	NH	03301	(603) 224-1319
CONCORD	NH	03301	(603) 224-1319
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772

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11/18/2008	02/28/2009
11/18/2008	01/09/2009
11/18/2008	01/09/2009
11/18/2008	07/03/2008
01/08/2009	02/20/2009
01/08/2009	02/20/2009
07/08/2008	08/22/2008
07/08/2008	08/22/2008
08/14/2008	09/30/2008

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Fire Safety	Furnishings and Decorations Deficiencies
Fire Safety	Building Construction Deficiencies
Fire Safety	Electrical Deficiencies
Fire Safety	Automatic Sprinkler Systems Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Resident Assessment Deficiencies

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exits that are free from obstructions and can be used at all times.	Pattern	Minimal harm or potential for actual harm
fire-resistant Interior walls.	Isolated	Minimal harm or potential for actual harm
properly installed electrical wiring and equipment.	Isolated	Minimal harm or potential for actual harm
back-up procedures in place for a faulty automatic sprinkler system.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's	Isolated	Minimal harm or potential for actual harm

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint De	eficiency
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Dated on Marching French Compare	, , , , , , , , , , , ,		
			VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080		EPSOM HEALTHCARE CENTER	901 SUNCOOK

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EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772

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12/08/2008	12/09/2008	
05/07/2009	06/21/2009	
05/07/2009	06/21/2009	
05/07/2009	06/21/2009	
05/07/2009	06/21/2009	
05/07/2009	06/21/2009	
05/07/2009	06/21/2009	

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New Hampshire Nursing Home Complaint Deficiency

Based	on	Nursing	Home	Compare -	 Compl 	aint Defi	ciency
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Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

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within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.		harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Make sure that all needed doctor visits are made personally by a doctor, as required.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal	Isolated	Minimal harm or potential for actual

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VALLEY HIGHWAY

305082	CLIPPER HARBOR OF PORTSMOUTH CARE	188 JONES AVENUE
	AND REHABILITATI	

305082	CLIPPER HARBOR OF PORTSMOUTH CARE AND REHABILITATI	188 JONES AVENUE
305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305083	WOLFEBORO BAY CARE AND	39 CLIPPER DRIVE

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PORTSMOUTH	NH	03801	(603) 431-2530
DODTEMOLITIL	NII I	02004	(602) 424 2520
PORTSMOUTH	NH	03801	(603) 431-2530
WOLFEBORO	NH	03894	(603) 569-3950
WOLFEBORO	NH	03894	(603) 569-3950
WOLFEBORO	NH	03894	(603) 569-3950
WOLFEBORO	NH	03894	(603) 569-3950
			,
WOLFEBORO	NH	03894	(603) 569-3950
- VVOLI LBONO	INII	00004	(003) 309-3930

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02/10/2011	03/22/2011

02/10/2011	03/22/2011
12/07/2010	12/14/2010
12/07/2010	12/14/2010
12/07/2010	12/14/2010
12/07/2010	12/14/2010
12/07/2010	12/14/2010

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Defici	iency
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Health Res	sident Assessment Deficiencies
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Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies

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representative the same rights as the resident.		harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Widespread	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care plan.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that	Widespread	Minimal harm or potential for actual

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REHABILITATION	CENTER
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305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET

305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET

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WOLFEBORO	NH	03894	(603) 569-3950
KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902

KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902

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12/07/2010	12/14/2010
09/22/2010	11/01/2010
09/22/2010	11/01/2010

09/22/2010	11/01/2010	
09/22/2010	11/01/2010	
09/22/2010	11/01/2010	

11/01/2010

09/22/2010

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Health	Administration Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies

Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Nutrition and Dietary Deficiencies

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leads to the highest possible level of well being for each resident.		harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Get doctor orders for the resident's immediate care when admitted.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in	Widespread	Minimal harm or potential for actual

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305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD

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KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902
KEENE	NH	03431	(603) 357-3902
OSSIPEE	NH	03864	(603) 539-7511
OSSIPEE	NH	03864	(603) 539-7511
OSSIPEE	NH	03864	(603) 539-7511
OSSIPEE	NH	03864	(603) 539-7511

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09/22/2010	11/01/2010
09/22/2010	11/01/2010
09/22/2010	11/01/2010
09/22/2010	11/01/2010
11/30/2010	01/11/2011
11/30/2010	01/11/2011
11/30/2010	01/11/2011
11/30/2010	01/11/2011

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New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Co	mpare - Com	plaint Deficiency
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Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

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a safe and clean way. Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	harm Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care	Isolated	Minimal harm or potential for actual harm

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New Hampshire Nursing Home Complaint Deficiency

	Based on I	Nursing Home	e Compare -	Complaint	Deficiency
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305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET

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FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126

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New Hampshire Nursing Home Complaint Deficiency

Based on	Nursing Hom	e Compare -	Complaint	Deficiency

02/21/2008	04/06/2008	
02/21/2008	04/06/2008	
02/21/2008	04/06/2008	
02/21/2008	04/06/2008	
02/21/2008	04/06/2008	
11/13/2008	12/12/2008	

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New Hampshire Nursing Home Complaint Deficiency

Based on Nur	sing Home	Compare -	Complaint	Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

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schedules and health care according to his or her interests, assessment, and plan of care.		
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Potential for minimal harm
Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Pattern	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and	Widespread	Minimal harm or potential for actual harm

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305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305092	HILLSBORO HOUSE NURSING HOME	PO BOX 400 67 SCHOOL STREET
305092	HILLSBORO HOUSE NURSING HOME	PO BOX 400 67 SCHOOL STREET
305094	MORRISON NURSING HOME	2-6 TERRACE STREET
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD

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FREMONT	NH	03044	(603) 895-3126
FREMONT	NH	03044	(603) 895-3126
HILLSBORO	NH	03244	(603) 464-5561
HILLSBORO	NH	03244	(603) 464-5561
WHITEFIELD	NH	03598	(603) 837-2541
DERRY	NH	03038	(603) 432-3801
DERRY	NH	03038	(603) 432-3801
DERRY	NH	03038	(603) 432-3801

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11/13/2008	12/12/2008
11/13/2008	12/12/2008
05/06/2008	08/31/2008
06/10/2009	07/02/2009
10/28/2010	12/31/2010
09/24/2009	10/31/2009
09/24/2009	10/31/2009
09/24/2009	10/31/2009

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Health	Administration Deficiencies
Health	Environmental Deficiencies
Fire Safety	Building Construction Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies

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the public.		
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
a two-hour-resistant firewall in common walls.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm

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305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE
305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE

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DERRY	NH	03038	(603) 432-3801
HUDSON	NH	03051	(603) 882-5261
HUDSON	NH	03051	(603) 882-5261
HUDSON	NH	03051	(603) 882-5261
HUDSON	NH	03051	(603) 882-5261
HUDSON	NH	03051	(603) 882-5261
LACONIA	NH	03246	(603) 527-5410
LACONIA	NH	03246	(603) 527-5410

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09/24/2009	10/31/2009
05/29/2008	07/07/2008
05/29/2008	07/07/2008
06/04/2009	07/19/2009
06/04/2009	07/19/2009
06/04/2009	07/19/2009
11/03/2010	12/03/2010
11/03/2010	12/03/2010

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Health	Administration Deficiencies

Health **Quality Care Deficiencies**

Environmental Deficiencies Health

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Quality Care Deficiencies Health

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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

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305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE
305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE

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LACONIA	NH	03246	(603) 527-5410
LACONIA	NH	03246	(603) 527-5410

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11/03/2010	12/03/2010
11/03/2010	12/03/2010

11/03/2010 12/03/2010

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Health Quality Care Deficiencies

Health Environmental Deficiencies

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meet a professional standard of harm

quality.

Give each resident care and Isolated Actual harm

services to get or keep the highest quality of life possible.

Make sure that the nursing home Isolated Actual harm

area is free of dangers that cause

accidents.

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